



## Nebraska Information Technology Commission

### STANDARDS AND GUIDELINES

## E-Mail Standard for State Government Agencies

Category	<b>Groupware Architecture</b>
Title	<b>E-Mail Standard for State Government Agencies</b>
Number	

  

Applicability	<p><input checked="" type="checkbox"/> <b>State Government Agencies</b></p> <p><input type="checkbox"/> All..... <b>Not Applicable</b></p> <p><input checked="" type="checkbox"/> <b>Excluding: Higher Education; and agencies receiving an exemption pursuant to § 4.2</b>..... <b>Standard</b></p> <p><input type="checkbox"/> <b>State Funded Entities</b> - All entities receiving state funding for matters covered by this document..... <b>Not Applicable</b></p> <p><input type="checkbox"/> <b>Other:</b> ..... <b>Not Applicable</b></p> <p><b>Definitions:</b> <b>Standard</b> - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval described in § 4.2. <b>Guideline</b> - Adherence is voluntary.</p>
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Status	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Draft <input type="checkbox"/> Other:.....
Dates	Date: June 7, 2005 Date Adopted by NITC: Other: Revisions to version adopted on by the NITC on June 3, 2004

Prepared by: Technical Panel of the Nebraska Information Technology Commission  
Authority: Neb. Rev. Stat. § 86-516(6)  
<http://www.nitc.state.ne.us/standards/>

## 1.0 Standard

### 1.1 E-mail Standard for State Government Agencies

The state will standardize on a unified e-mail system which provides agencies with the option of choosing a business-class e-mail product or a low-cost, basic e-mail product. These products are:

Unified E-mail System	Product
Business-Class E-mail	Lotus Notes
Basic E-mail	State of Nebraska Basic E-mail Service

### 1.2 E-mail Infrastructure

The e-mail infrastructure needs to provide for secure transmission of e-mail within state government and provide for a unified e-mail directory.

## 2.0 Purpose and Objectives

In 1997, the Information Resources Cabinet -- the predecessor of the Nebraska Information Technology Commission ("NITC") -- adopted the first electronic mail standard for Nebraska state government agencies. Section 1 of the standard states as follows:

"The state will standardize on four e-mail products from which agencies must select in order to take advantage of universal message switching and a central e-mail address directory. These products are:

- Internet Mail Products based on SMTP/MIME and IMAP4
- Lotus Notes/cc:Mail
- Microsoft Exchange
- OfficeVision (OV/VM and OV/400)"

That standard has remained unchanged since its adoption. Both the NITC and the State Government Council determined that this standard should be reviewed and recommendations made for possible revisions. A work group was formed to perform this review.

The work group, based on guidance from the State Government Council, established the following goals for this revised e-mail standard:

1. Provide for secure e-mail communications within state government.
2. Provide for regular, server-based backup of all state government e-mail, and assure that business recovery is possible.
3. Allow for gateway-based blocking of viruses and Spam.
4. Provide a unified e-mail directory for all state employees that provides information about the security of sending intra-agency e-mail communications.

5. Revise the standard to only include vendor-supported software.
6. Provide a low cost e-mail alternative.

This standard was developed to meet these goals.

### **3.0 Definitions**

#### **3.1 Basic E-mail**

“Basic E-mail” means a simple, low-cost, e-mail communication service. Features of Basic E-mail include: personal address book; personal calendar; spell check; the ability to create folders; the ability to send and receive attachments; secure transmission of mail within the Unified E-mail System; and access available through a Web browser.

#### **3.2 Business-Class E-mail**

“Business-Class E-mail” means a full-featured groupware application that includes e-mail communications functionality. In addition to the features available to Basic E-mail users, Business-Class E-mail includes the following features: shared calendars; group scheduling; workflow application integration; instant messaging; and database integration.

#### **3.3 Unified E-mail System**

“Unified E-mail System” means the e-mail system for Nebraska state government agencies established by this document, including Business-Class E-mail and Basic E-mail. The implementation of the system will provide for secure transmission of e-mail between all users in the system; regular backup of e-mail; gateway-based blocking of viruses and Spam; and provide a unified e-mail directory.

### **4.0 Applicability**

#### **4.1 State Government Agencies**

This standard applies to all state government agencies, except Higher Education and those agencies receiving an exemption under Section 4.2.

#### **4.2 Exemption**

Exemptions may be granted by the Technical Panel of the NITC upon request by an agency.

##### **4.2.1 Exemption Process**

Any agency may request an exemption from this standard by submitting a “Request for Exemption” to the Technical Panel of the NITC. Requests should state the reason for the exemption. Reasons for an exemption include, but are not limited to: statutory exclusion; federal government requirements; or financial hardship. Requests may be submitted to the Office of the NITC via e-mail or letter (Office of the NITC, 521 S 14th Street, Suite 301, Lincoln, NE 68508). The Technical Panel will consider the request and grant or deny the exemption. A denial of an exemption by the Technical Panel may be appealed to the NITC.

## **5.0 Responsibility**

### **5.1 IMServices**

IMServices will incorporate the needed hardware and software into their infrastructure to provide the following:

- Basic E-mail (support for Web mail via browser only, see Other)
- Directory for e-mail accounts
- Business/disaster recovery

### **5.2 Other**

Agencies/entities utilizing an application, other than a supported Web browser, to access Basic E-mail accounts are responsible for installation, support, and security of the application.